



**Community Care Licensing Division
Quality Assurance, Advocacy and Technical Support Bureau**

**Residential Care Facilities for the Elderly
Most Common Deficiencies for All Visit Types in 2019**

This is an analysis of the most common deficiencies cited in 2019 for Residential Care Facilities for the Elderly (RCFE) for all visit types. The Quality Assurance Unit reviewed all 14,907 deficiencies cited. This list is limited to those deficiencies that are equal to two percent (2%) or more of the total number of deficiencies cited.

Are you an RCFE licensee looking for assistance to come into compliance with these or other issues? Please contact the Technical Support Program at TechnicalSupportProgram@dss.ca.gov.

These requirements can be found in Title 22 of the California Code of Regulations, Division 6.

Most common deficiencies cited when citations were issued during RCFE all visit types	Regulation Section Title	Regulation Section	This deficiency's percentage of the total deficiencies cited for all visits
The facility shall be clean, safe, sanitary, and in good repair at all times.	Maintenance and Operation	87303(a)	5%
Licensees who accept and retain residents with dementia shall ensure that each resident with dementia has an annual medical assessment and a reappraisal done at least annually.	Care of Persons with Dementia	87705(c)(5)	4%
Hot water temperature controls shall be maintained to automatically regulate the temperature of hot water used by residents to attain a temperature of not less than 105 degree F (41 degree C) and not more than 120 degree F (49 degree C).	Maintenance and Operation	87303(e)(2)	3%

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The following items shall be made inaccessible to residents with dementia: Over-the-counter medication, nutritional supplements or vitamins, alcohol, cigarettes, and toxic substances such as certain plants, gardening supplies, cleaning supplies and disinfectants.	Care of Persons with Dementia	87705(f)(2)	3%
Staff providing care shall receive appropriate training in first aid from persons qualified by such agencies as the American Red Cross. Ensure that at least one staff member who has cardiopulmonary resuscitation (CPR) training and first aid training is on duty and on the premises at all times. This paragraph shall not be construed to require staff to provide CPR.	Personnel Requirements - General/Administrator and management of residential care facilities; presence of administrator during working hours; facility manager	87411(c)(1) H&S 1569.618(c)(3)	3%
Staff members of residential care facilities for the elderly who assist residents with personal activities of daily living to receive appropriate training.	Staff Training	H&S 1569.625,	2%
The licensee shall assist residents with self-administered medications as needed.	Incidental Medical and Dental Care	87465(a)(5)	2%
Once ordered by the physician the medication is given according to the physician's directions.	Incidental Medical and Dental Care Services	87465(c)(2)	2%
The following shall be stored inaccessible to residents with dementia: Knives, matches, firearms, tools and other items that could constitute a danger to the resident(s).	Care of Persons with Dementia	87705(f)(1)	2%

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Centrally stored medications shall be kept in a safe locked place that is not accessible to persons other than employees responsible for the supervision of the medication.	Incidental Medical and Dental Care	87465(h)(2)	2%
The licensee shall arrange a meeting with the resident, the resident's representative, if any, appropriate facility staff, and a representative of the resident's home health agency, if any, when there is significant change in the resident's condition, or once every 12 months, whichever occurs first, as specified in Section 87467, Resident Participation in Decision Making.	Reappraisals	87463(c)	2%
A written order from a physician indicating the need for the postural support shall be maintained in the resident's record. The licensing agency shall be authorized to require other additional documentation if needed to verify the order.	Postural Supports	87608(a)(3)	2%
All facilities shall be maintained in conformity with the regulations adopted by the State Fire Marshal for the protection of life and property against fire and panic.	Fire Safety	87203	2%
Facility personnel shall at all times be sufficient in numbers, and competent to provide the services necessary to meet resident needs.	Personnel Requirements - General	87411(a)	2%

¹ Health and Safety Section 1569.625 includes subsections that require specific hours of trainings as follows. This training shall consist of 40 hours of training. A staff member shall complete 20 hours, including six hours specific to dementia care, and four

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hours specific to postural supports, restricted health conditions, and hospice care, before working independently with residents. The remaining 20 hours shall include six hours specific to dementia care and shall be completed within the first four weeks of employment. The training coursework may utilize various methods of instruction, including, but not limited to, lectures, instructional videos, and interactive online courses. The additional 16 hours shall be hands-on training. In addition, training requirements shall also include an additional 20 hours annually, eight hours of which shall be dementia care training and four hours of which shall be specific to postural supports, restricted health conditions, and hospice care. This training shall be administered on the job, or in a classroom setting, or both, and may include online training. The department shall establish, in consultation with provider organizations, the subject matter required for the training required by this section. Citations in this section also included this subsection related to specific training hours.